
5.4 Test Cycle Scope

The scope will address the following sub-processes and functions to access the feasibility of ODUF/ADUF scalability.

Objective: Volume & Scalability	
Test Technique: Inspection and Interview	
<i>Sub-Process</i>	<i>Function</i>
ODUF/ADUF Reporting Scalability	Evaluate event collection
	Receive CRIS/CABS input
	Evaluate manual processes
	Evaluate systems
Manage capacity planning	Identify capacity planning procedures
	Evaluate capacity planning procedures
	Review staffing plans

Figure IX-VII: ODUF/ADUF Daily Usage Scalability Evaluation

5.5 Test Activities

1. Identify all system documentation available for review
2. Conduct structured review of documentation
3. Conduct interviews with key development and support personnel
4. Document findings
5. Report any Severity Level 1, 2 and 3 test exceptions

5.6 Exit Criteria

- Interviews summarized
- Summary findings and concluding Test activities completed
- Change control completed
- All evaluations completed
- Outputs documented, reviewed and approved
- Results summary and formatted data delivered to KPMG

6.0 BLG-6: Billing Performance Results Comparison

6.1 Description

The Billing Performance Results Comparison is a comparative analysis of billing performance results collected by the Test through test management tools and those collected by BellSouth's performance measurement system from BellSouth's OSS. The source results collected from BLG-1: CRIS/CABS Invoicing Functional Test and BLG-2: ODUF/ADUF Usage Functional Test will be compared to performance measures metrics, accuracy and trends will be identified, and disparities will be analyzed for significance. Overall, for consistency testing, four test results sources will be used and compared to ensure BellSouth accuracy:

- Daily usage files ODUF/ADUF
- CRIS/CABS Test invoices
- BellSouth's performance measurements system data collected
- Test Call Log

6.2 Objective

The objective of the billing performance results comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using Test transactions.

6.3 Entrance Criteria

- Global entrance criteria satisfied
- Detailed billing guidelines received from BellSouth
- Test execution team identified, trained and scheduled
- Test scenarios in O&P-1 and O&P-2 provisioned

6.4 Test Cycle Scope

The scope will address the following sub-processes and functions to compare performance results.

Objective: Performance	
Test Technique: Performance Comparison	

<i>Sub-Process</i>	<i>Function</i>
Invoicing accuracy	Resale (billed through CRIS)
	Design UNE (billed through CABS)

<i>Sub-Process</i>	<i>Function</i>
Invoice timeliness	Resale (billed through CRIS)
	Designed UNE (billed through CABS)
Usage data delivery timeliness	Designed UNE (billed through CABS)
Usage data delivery completeness	Designed UNE (billed through CABS)
Usage data delivery accuracy	Designed UNE (billed through CABS)

Figure VI-VIII: Billing Performance Results Comparison

6.5 Test Activities

1. Acquire and format BellSouth and Build performance data files
2. Compare disaggregated BellSouth performance results with Build performance results
3. Flag any unexplained variance in results comparison
4. Log unexplained variance in exceptions reporting template
5. Identify and quantify root cause for variances in results
6. Troubleshoot unexplained variances and determine resolution procedure
7. Resolve unexplained variances in accordance with the exception resolution process
8. Determine if test cycle should continue
9. Take corrective action and continue the test cycle
10. Generate comparative analysis results reports
11. Report any Severity 1, 2, and 3 test exceptions

6.6 Exit Criteria

- Comparative analysis report completed
- Measure variance findings documented
- Test cycle results summary report created
- Results summary and formatted data delivered to KPMG

7.0 BLG-7: CRIS/CABS Invoicing Document Evaluation

7.1 Description

The CRIS/CABS Invoicing Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's invoicing systems when conducting billing activities. This high level evaluation is intended to review the

accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. This test will not determine whether system functionality matches functionality described in the documentation. Since there is no direct system interaction with CRIS/CABS, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather reports, delivery of reports and the overall format and contents of the invoices delivered.

7.2 Objective

The CRIS/CABS Invoicing Document Evaluation should analyze all aspects of the ability of a CLECs to interact with BellSouth's billing function based on review of the available invoicing process documentation. This evaluation will assess the overall quality and availability of documentation from BellSouth.

7.3 Entrance Criteria

- Global entrance criteria satisfied
- Detailed billing guidelines received from BellSouth
- Test execution team identified, trained and scheduled
- Billing scenarios in O&P-1 and O&P-2 completed

7.4 Test Cycle Scope

The scope will address the following sub-processes and functions to evaluate CRIS/CABS documentation.

Objective: Documentation	
Test Technique: Document Review	
<i>Sub-Process</i>	<i>Function</i>
Billing Invoicing Documentation	All BellSouth invoicing standards and procedures documentation
	Resale Handbook (Billing Sections)
	CLEC Training Guide (Billing Sections)
	Invoicing Online Help
	Carrier Notification on BellSouth Website

Figure VI-IX: CRIS/CABS Invoicing Document Evaluation

7.5 Test Activities

-
1. Obtain relevant documentation needed to carry out business processes related to billing/invoicing
 2. Conduct documentation evaluation using documentation evaluation checklist
 3. Deliver results summary and formatted data delivered to KPMG
 4. Report any Severity Level 1, 2 and 3 test exceptions

7.6 Exit Criteria

- Checklists completed
- Summary evaluation report prepared and delivered to KPMG

8.0 BLG-7: ODUF/ADUF Documentation Evaluation

8.1 Description

The ODUF/ADUF Documentation Evaluation is an analysis of the documentation used by CLECs to interact with BellSouth's usage reporting systems when conducting billing activities. This high level evaluation is intended to review the accuracy and completeness of BellSouth's documentation using a variety of operational analysis techniques. This Test will not determine whether system functionality matches functionality described in the documentation. Since there is no direct system interaction with BellSouth's systems in this process, this documentation evaluation will be concerned with analyzing the accuracy of documentation with respect to connectivity to gather reports, delivery of reports and the overall format and contents of the daily usage files delivered.

8.2 Objective

The ODUF/ADUF Documentation Evaluation should analyze all aspects of the ability of a CLECs to interact with BellSouth's billing function based on review of the available usage reporting process documentation. This evaluation will assess the overall accuracy and availability of documentation from BellSouth.

8.3 Entrance Criteria

- Global entrance criteria satisfied
- Detailed billing guidelines received from BellSouth
- Test execution team identified, trained, and scheduled
- Billing scenarios in ORD-1 and ORD-2 completed

8.4 Test Cycle Scope

The scope will address the following sub-processes and functions to evaluate ODUF/ADUF documentation.

<p align="center">Objective: Documentation</p> <p align="center">Test Technique: Document Review</p>
--

<i>Sub-Process</i>	<i>Function</i>
Billing usage reporting documentation	All BellSouth usage reporting standards and procedures documentation
	Resale Handbook (Billing Sections)
	CLEC Training Guide (Billing Sections)
	Daily Usage File Online Help
	Carrier Notification on BellSouth Website

Figure VI-X: ODUF/ADUF Usage Document Evaluation

8.5 Test Activities

1. Obtain relevant documentation needed to carry out business processes related to Billing/Usage reporting
2. Conduct documentation evaluation using documentation evaluation checklist
3. Assess the accuracy of results summary
4. Report and Severity Level 1, 2 and 3 test exceptions

8.6 Exit Criteria

- Checklists completed
- Summary evaluation report delivered to KPMG

VII. Maintenance and Repair Test Section

A. Overview

The purpose of this section is to define the maintenance and repair tests needed to prove nondiscriminatory access to BellSouth's OSS in order to comply with the Georgia Order and the Act.

B. Scope

The maintenance and repair test scope is defined by the following test dimensions: interface, test objective, product category and test technique. The test cycles are based on those combinations of test dimensions that are required within the scope of the Georgia Order.

<i>Test Cycle</i>	<i>Test Dimensions</i>			
	<i>Interface</i>	<i>Primary Test Objective</i>	<i>Product Category</i>	<i>Test Technique</i>
M&R-1: TAFI Functional Test	TAFI	Functionality	UNE	Transaction Processing
M&R-2: ECTA Functional Test	ECTA	Functionality	UNE	Transaction Processing
M&R-3: ECTA Normal Volume Performance Test	TAFI	Volume & Scalability	Resale UNE	Transaction Processing
M&R-4: ECTA Peak Volume Performance Test	ECTA	Volume & Scalability	Resale UNE	Transaction Processing
M&R-5: TAFI Scalability Evaluation	TAFI	Volume & Scalability	Resale UNE	Observation Scale
M&R-6: ECTA Scalability Evaluation	ECTA	Volume & Scalability	Resale UNE	Inspection Interview
M&R-7: M&R Performance Results Comparison	TAFI/ ECTA	Performance	Resale UNE	Performance Comparison
M&R-8: TAFI Documentation Evaluation	TAFI	Documentation	Resale UNE	Document Review Interview
M&R-9: ECTA Documentation Evaluation	ECTA	Documentation	Resale UNE	Document Review Interview

Figure VII-I: Maintenance & Repair Test Cycles

C. Test Cycles

1.0 M&R-1: TAFI Functional Test

1.1 Description

The TAFI Functional Test will evaluate the functional elements of the trouble reporting and screening process for telephone number assigned UNEs as delivered to CLECs via the TAFI interface. This test cycle will be executed by submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M&R Scenarios):

- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and
- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions

TAFI functionality will be reviewed along with the documentation addressing its use. The functional elements of TN-based UNE trouble reporting and screening that will be specifically targeted by this Test include the entry and resolution of trouble reports, query and receipt of status reports, access to test capabilities, access to trouble history, and error conditions.

This test cycle will address these functions for the full complement of trouble types as well as for newly installed (primarily) and embedded base customers. As a result, BellSouth will be required to identify or establish a test bed of existing TN-based UNE customer accounts that have been stable (active and without trouble) for a minimum of 30 days prior to initiating the embedded base M&R test cases.

Test execution will be coordinated with BellSouth to ensure that BellSouth's performance measurements system is prepared to track test transaction performance prior to beginning the Test. Test cycle performance data will be also be collected through test management tools and delivered to the M&R Performance Results Comparison Test (M&R-7) and KPMG as inputs to their respective test execution functions.

1.2 Objective

The objective of the TAFI Functional Test is to validate the existence of TAFI trouble reporting and screening functionality for telephone number assigned UNE customers in accordance with the CLEC TAFI End User Training and User Guide.

1.3 Entrance Criteria

- Global entrance criteria satisfied
- CLEC TAFI End-User Training and User Guide obtained
- Test transaction tracking data elements identified
- BellSouth performance measurements tracking system prepared to track transactions
- Test scenarios selected (refer to Appendix B-5)
- BellSouth test bed customer account data loaded

- Expected result files completed
- Test management tools installed and fully configured with test account data
- Integrated test management tool installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Detailed test cycle checklist created
- Test logs created and results reporting template completed
- Account and security access to TAFI established
- TAFI terminal stations established and configured
- TAFI connectivity established
- Test execution team identified, scheduled and trained

1.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate TAFI functionality.

Objective: Functionality, Documentation, Interface	
Test Technique: Transaction Processing	

<i>Sub-Process</i>	<i>Function</i>
Trouble reports	Create trouble report
	Modify trouble report
	Create repeat report
	Create subsequent report
	Retrieve LMOS recent status report
Access to test capability	Initiate port and loop-port test
	View port and loop-port test results
	Obtain customer line record
	Obtain predictor results
	View DLR (Display Line Record)
	View SOCS pending order (open issue)
	Close trouble report
	Cancel trouble report
	Reset communications
	Host request errors
Trouble history	Retrieve trouble history
Trouble status	View pending ticket status

Figure VII-II: TAFI Functional Test Scope

1.5 Test Activities

1. Submit TAFI test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to original transaction
7. Verify that transaction response contains expected results
8. Flag any exceptions or mismatched responses
9. Review any exceptions to identify source
10. Report any Severity 1, 2 and 3 test exceptions
11. Log exceptions in exception reporting template
12. Troubleshoot exceptions and determine resolution procedures
13. Resolve exceptions in accordance with exception resolution process
14. Determine if test cycle should continue (if no, skip to step 20)
15. Take corrective actions and resubmit transaction
16. Increment transaction version numbers and resubmit transaction
17. Log resubmission transaction identifier(s) and submission date/time stamp
18. Review comparator results and identify pending/open transactions
19. Determine next steps in exception resolution process
20. Generate test results reports
21. Calculate and report performance metrics

1.6 Exit Criteria

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions count report completed
- Exception report due to documentation delivered to TAFI Documentation Evaluation Test
- Post-mortem analysis for test cycle conducted
- Test cycle summary report created
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw electronic data delivered to M&R Performance Results Comparison Test

2.0 M&R-2: ECTA Functional Test

2.1 Description

The ECTA Functional Test will evaluate the functional elements of the trouble reporting and screening process for both telephone number assigned and circuit identified UNEs as delivered to CLECs via the ECTA interface. This test cycle will be executed by submitting trouble reports against two varieties of test bed accounts (both of which are addressed in Appendix B-5: M&R Scenarios):

- electronically ordered UNE scenarios selected for provisioning as part of the EDI and TAG Functional Tests (O&P-1 and O&P-2), and
- test accounts established by BellSouth primarily for manually ordered UNEs in accordance with scenario descriptions

ECTA functionality will be reviewed along with of the documentation addressing its use. The functional elements of TN-based and circuit identified UNE trouble reporting and screening that will be specifically targeted by this test include the entry and resolution of trouble reports, the query and receipt of status reports, and error conditions. The ECTA Functional Test will be conducted against BellSouth's production environment system.

This test cycle will address these functions for the full complement of trouble types as well as for newly installed (primarily) and embedded base customers. As a result, BellSouth will be required to identify or establish a test bed of existing TN-based and circuit-identified UNE customer accounts that have been stable (active and without trouble) for a minimum of 30 days prior to initiating the embedded base M&R test cases.

The Test Team will coordinate efforts with BellSouth to ensure that BellSouth's performance measurements system is prepared to track Build test transaction performance prior to beginning the Test. Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R-7) and the Approval Team as inputs to their respective test execution functions.

2.2 Objective

The objective of the ECTA Functional Test is to validate the existence of ECTA trouble reporting and screening functionality for both telephone number assigned and circuit identified UNE customers in accordance with BellSouth's published specifications.

2.3 Entrance Criteria

- Global entrance criteria satisfied
- ECTA documentation obtained
- Test transaction tracking data elements identified

- BellSouth performance measurements tracking system prepared to track transactions
- Test scenarios selected (refer to Appendix B-5)
- BellSouth test bed customer account data loaded
- Expected result files completed
- Test management tools installed and fully configured with test account data
- Integrated test management tool installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Detailed test cycle checklist created
- Test logs created and results reporting template completed
- Account and security access to ECTA established
- ECTA terminals established and configured
- ECTA connectivity established
- Test execution team identified, scheduled, and trained

2.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate ECTA functionality.

Objective: Functionality	
Test Technique: Transaction Processing	

<i>Sub-Process</i>	<i>Function</i>
Trouble reports	Create trouble report
	Modify trouble report
	Create repeat report
	Create subsequent report
	Retrieve LMOS recent status report: TN troubles (WFA)
	Retrieve LMOS recent status report : ckt id (LMOS)
Access to test capability	Initiate port and loop-port test
	View port and loop-port test results
	Close trouble report
	Cancel trouble report
Error reports	Receive error response
	Reset communications
	Host request errors
Trouble status	Retrieve pending ticket status

Figure VII-III: ECTA Functional Test Scope

2.5 Test Activities

1. Submit ECTA test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to original transaction
7. Verify that transaction response contains expected results
8. Flag any exceptions or mismatched responses
9. Review any exceptions to identify source
10. Report any Severity 1, 2 and 3 test exceptions
11. Log exceptions in exception reporting template
12. Troubleshoot exceptions and determine resolution procedures
13. Resolve exceptions in accordance with exception resolution process
14. Determine if test cycle should continue (if no, skip to step 20)
15. Take corrective actions and resubmit transaction
16. Increment transaction version numbers and resubmit transaction
17. Log resubmission transaction identifier(s) and submission date/time stamp
18. Review comparator results and identify pending/open transactions
19. Determine next steps in exception resolution process
20. Generate test results reports
21. Calculate and report performance metrics

2.6 Exit Criteria

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions count report completed
- Exceptions report due to documentation delivered to ECTA Documentation Evaluation Test
- Post-mortem analysis for test cycle conducted
- Test cycle summary report created
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw data delivered to M&R Performance Results Comparison Test

3.0 M&R-3: ECTA Normal Volume Performance Test

3.1 Description

The ECTA Normal Volume Performance Test will evaluate the behavior and performance of the ECTA interface under “normal” YE01 projected transaction load conditions. This test cycle will be executed by a test transaction generator capable of submitting large volumes of selected resale services and UNE trouble test cases in a manner consistent with ECTA’s current and forecasted daily usage patterns and transaction mix, including error conditions.

The normal volume forecast will be developed across BellSouth’s entire 9-state region (and not simply Georgia) as described in Appendix C: Volume Analysis. The Test will be executed during two 10-hour periods by modeling the expected normal daily usage (e.g., the off-peak nighttime hour loads will be ignored for the Test). Trouble transaction loads will be distributed geographically across multiple Georgia COs to more accurately reflect a realistic operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the ECTA Normal Volume Performance Test are described in Appendix B-5: M&R Scenarios.

The Test Team will coordinate efforts with BellSouth to ensure that BellSouth’s performance measurements system is prepared to track Build test transaction performance prior to beginning the Test. Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R-7) and the Approval Team as inputs to their respective test execution functions.

3.2 Objective

The objective of the ECTA Normal Volume Performance Test is to measure the performance of the ECTA interface under normal projected YE01 transaction loads.

3.3 Entrance Criteria

- Global entrance criteria satisfied
- M&R-2: ECTA Functional Test successfully completed
- Test transaction tracking data elements identified
- BellSouth performance measurements tracking system prepared to track transactions
- 100% successful certification testing for TTG completed
- Test scenarios selected (refer to Appendix B-5)
- BellSouth test bed customer account data loaded
- Expected result files completed
- Test management tools installed and fully configured with test account data

- Integrated test management tool installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Detailed test cycle checklist created
- Test logs created and results reporting template completed
- Account and security access to ECTA established
- ECTA test tools configured
- ECTA connectivity established
- Test execution team identified, scheduled and trained

3.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate ECTA normal performance.

Objective: Functionality, Volume & Scalability, and Interface	
Test Technique: Transaction Processing	
Sub-Process	Function
Submit trouble transactions in projected normal volumes	Create trouble report
	Modify trouble report
	Retrieve LMOS recent status report: TN troubles (WFA)
	Retrieve LMOS recent status report: CKT ID troubles (LMOS)
	Receive error response
	Reset communications
	Host request errors
	Retrieve pending ticket status

Figure VII-IV: ECTA Normal Volume Performance Test Scope

3.5 Test Activities

1. Submit ECTA test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to original transaction
7. Verify that transaction response contains expected results
8. Flag any exceptions or mismatched responses

-
9. Review any exceptions to identify source
 10. Report any Severity 1, 2, and 3 test exceptions
 11. Log exceptions in exception reporting template
 12. Troubleshoot exceptions and determine resolution procedures
 13. Resolve exceptions in accordance with exception resolution process
 14. Determine if test cycle should continue (if no, skip to step 20)
 15. Take corrective actions and resubmit transaction
 16. Increment transaction version numbers and resubmit transaction
 17. Log resubmission transaction identifier(s) and submission date/time stamp
 18. Review comparator results and identify pending/open transactions
 19. Determine next steps in exception resolution process
 20. Generate test results reports
 21. Calculate and report performance metrics

3.6 Exit Criteria

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions count report completed
- Exceptions report due to documentation delivered to ECTA Documentation Evaluation Test
- Post-mortem analysis for test cycle conducted
- Test cycle summary report created
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw electronic data delivered to M&R Performance Results Comparison Test

4.0 M&R-4: ECTA Peak Volume Performance Test

4.1 Description

The ECTA Peak Volume Performance Test will evaluate the behavior and performance of the ECTA interface under peak YE01 projected transaction load conditions. This test cycle will be run following the execution of the ECTA Normal Volume Performance Test (M&R-3) and will utilize a more focused sample of representative resale services and UNE trouble test cases, including error conditions.

The peak volume forecast will be developed using the peak hourly load identified for the ECTA Normal Volume Performance Test and replicating those transaction volumes across an 8-hour period. Alternatively, if BellSouth's normal daily usage patterns are relatively flat, a multiple may be applied to the peak hourly load and the result replicated

across an 8-hour day. The methodology and calculations are discussed further in Appendix C: Volume Analysis.

The peak volume test will be executed during two separate 8-hour periods. Trouble transaction loads will again be distributed geographically across multiple Georgia COs to more accurately reflect a realistic peak load operating environment. BellSouth will ensure that customer test accounts are established and configured accordingly.

The test scenarios to be used in the ECTA Peak Volume Performance Test are described in Appendix B-5: M&R Scenarios.

The Test Team will coordinate efforts with BellSouth to ensure that BellSouth's performance measurements system is prepared to track Build test transaction performance prior to beginning the Test. Test cycle performance data will be collected at the Build and delivered to the M&R Performance Results Comparison Test (M&R-7) and the Approval Team as inputs to their respective test execution functions.

4.2 Objective

The objective of the ECTA Peak Volume Performance Test is to measure the performance of the ECTA interface under peak projected YE01 transaction loads.

4.3 Entrance Criteria

- Global entrance criteria satisfied
- M&R-2: ECTA Functional Test successfully completed
- Test transaction tracking data elements identified
- BellSouth performance measurements tracking system prepared to track transactions
- 100% successful certification testing for ECTA test tools completed
- Test scenarios selected (refer to Appendix B-5)
- BellSouth test bed customer account data loaded
- Expected result files completed
- Test management tools installed and fully configured with test account data
- Integrated test management tool installed and configured
- Test scripts (transaction content) completed and loaded
- Test case execution scheduled
- Detailed test cycle checklist created
- Test logs created and results reporting template completed
- Account and security access to ECTA established
- ECTA test tools configured
- ECTA connectivity established
- Test execution team identified, scheduled and trained

4.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate ECTA peak performance.

Objective: Functionality, Volume & Scalability, and Interface	
Test Technique: Transaction Processing	
<i>Sub-Process</i>	<i>Function</i>
Submit trouble transactions in projected normal volumes	Create trouble report
	Modify trouble report
	Retrieve LMOS recent status report: TN troubles (WFA)
	Retrieve LMOS recent status report: CKT ID troubles (LMOS)
	Receive error response
	Reset communications
	Host request errors
	Retrieve pending ticket status

Figure VII-V: ECTA Peak Volume Performance Test Scope

4.5 Test Activities

1. Submit ECTA test case transactions according to schedule
2. Log transaction identifier(s) and submission date/time stamp
3. Receive transaction responses
4. Log transaction identifier(s) and receipt date/time stamp
5. Format transaction response for comparator evaluation
6. Match transaction response to original transaction
7. Verify that transaction response contains expected results
8. Flag any exceptions or mismatched responses
9. Review any exceptions to identify source
10. Report any Severity 1, 2, and 3 test exceptions
11. Log exceptions in exception reporting template
12. Troubleshoot exceptions and determine resolution procedures
13. Resolve exceptions in accordance with exception resolution process
14. Determine if test cycle should continue (if no, skip to step 20)
15. Take corrective actions and resubmit transaction
16. Increment transaction version numbers and resubmit transaction
17. Log resubmission transaction identifier(s) and submission date/time stamp

-
18. Review comparator results and identify pending/open transactions
 19. Determine next steps in exception resolution process
 20. Generate test results reports
 21. Calculate and report performance metrics

4.6 Exit Criteria

- Global exit criteria satisfied
- Disaggregated performance metrics report completed
- Expected versus actual results report completed
- Exceptions count report completed
- Exceptions report due to documentation delivered to ECTA Documentation Evaluation Test
- Post-mortem analysis for test cycle conducted
- Test cycle summary report created
- Results summary and formatted data delivered to KPMG
- Disaggregated performance metrics report and raw electronic data delivered to M&R Performance Results Comparison Test

5.0 M&R-7: TAFI Scalability Evaluation

5.1 Description

The TAFI Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the TAFI application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future TAFI technology architecture.

5.2 Objective

The objective of the TAFI Scalability Evaluation is to determine the degree to which the TAFI application and the associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.

5.3 Entrance Criteria

- Global entrance criteria satisfied
- TAFI technical documentation identified and obtained
 - Subsystem design
 - Software architecture
 - Technology architecture

- Data model
- Data communication architecture
- Scalability evaluation matrix completed
- Interview guide/questionnaire completed
- Technical resources identified and scheduled for interviews

5.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate TAFI scalability.

Objective: Volume & Scalability Test Technique: Inspection and Interview	
Sub-Process	Function
TAFI Scalability	Evaluate technical architecture
	Evaluate operations support resources

Figure VI-VI: TAFI Scalability Test Scope

5.5 Test Activities

1. Identify all system documentation available for review
2. Conduct structured review of technical documentation
3. Conduct interviews with key development and support personnel
4. Document findings
5. Report all Severity Level 1, 2, and 3 test exceptions

5.6 Exit Criteria

- Global exit criteria satisfied
- Scalability evaluation matrix completed
- Interviews complete and summarized
- Summary findings document completed
- Technical evaluations completed
- Operational support evaluations completed
- Results summary and reports delivered to KPMG

6.0 M&R-6: ECTA Volume & Scalability Evaluation

6.1 Description

The ECTA Scalability Evaluation is a review of the technical architecture and direct maintenance and support processes for the ECTA application. The technical review will focus on the modularity of the technology architecture, data architecture, and application architecture to assess scalability. The operational review will focus on the work capacity of existing support resources and the number of resources required to maintain the future ECTA technology architecture.

6.2 Objective

The objective of the ECTA Scalability Evaluation is to determine the degree to which the ECTA application and the associated maintenance and support workforce can scale to accommodate projected YE01 transaction volumes and CLEC users.

6.3 Entrance Criteria

- Global entrance criteria satisfied
- ECTA technical documentation identified and obtained
 - Subsystem design
 - Software architecture
 - Technology architecture
 - Data model
 - Data communication architecture
- Scalability evaluation matrix completed
- Interview guide/questionnaire completed
- Technical resources identified and scheduled for interviews

6.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate ECTA scalability.

Objective: Volume & Scalability	
Test Technique: Inspection and Interview	
<i>Sub-Process</i>	<i>Function</i>
ECTA scalability	Evaluate technical architecture
	Evaluate operations support resources

Figure VII-VII: ECTA Scalability Evaluation Test Scope

6.5 Test Activities

-
1. Identify all system documentation available for review
 2. Conduct structured review of technical documentation
 3. Conduct interviews with key development and support personnel
 4. Document reviews
 5. Report all Severity Level 1, 2, and 3 test exceptions

6.6 Exit Criteria

- Global exit criteria satisfied
- Scalability evaluation matrix completed
- Interviews complete and summarized
- Summary findings document completed
- Technical evaluations completed
- Operational support evaluations completed
- Results summary and reports delivered to KPMG

7.0 M&R-7: M&R Performance Results Comparison

7.1 Description

The M&R Performance Results Comparison is a comparative analysis of M&R performance results collected by the Test at the Build and those collected by BellSouth's performance measurements systems from BellSouth's OSS. The source results collected from M&R-1: TAFI Functional Test, M&R-2: ECTA Functional Test, M&R-3: ECTA Normal Volume Performance Test, and M&R-4: ECTA Peak Volume Performance Test will be compared to BellSouth's performance measurements systems metrics, variances and trends will be identified, and disparities will be analyzed for significance.

7.2 Objective

The objective of the M&R Performance Results Comparison is to assess the accuracy of BellSouth's wholesale performance metrics results using Build test transactions.

7.3 Entrance Criteria

- Global entrance criteria satisfied
- Target M&R performance metrics identified
- Lowest level of BellSouth M&R performance measure tracking identified
- Keys required for BellSouth to separate Build transactions identified
- TAFI/ECTA Functional Tests completed with disaggregated performance metrics reports (including raw data in electronic form)

- ECTA Normal and Peak Volume Performance Tests complete with disaggregated performance metrics reports (including raw data in electronic form)

7.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to compare performance results.

Objective: Performance	
Test Technique: Performance Comparison	
<i>Sub-Process</i>	<i>Function</i>
Missed repair appt	UNE Designed
	UNE Non-Designed
Percentage of subsequent reports	UNE Designed
	UNE Non-Designed
Maintenance average duration	UNE Designed
	UNE Non-Designed
Out of service > 24 hours	UNE Designed
	UNE Non-Designed
Repeat troubles within 30 days	UNE Designed
	UNE Non-Designed

Figure VII-VIII: M&R Performance Results Comparison Test Scope

7.5 Test Activities

1. Acquire and format BellSouth performance data files
2. Compare disaggregated BellSouth performance results with Build performance results
3. Flag any unexplained variance in results comparison
4. Log unexplained variance in exceptions reporting template
5. Identify and quantify root cause for variances in results
6. Report any Severity 1, 2, and 3 test exceptions
7. Troubleshoot unexplained variances and determine resolution procedure
8. Resolve unexplained variances in accordance with the exception resolution process

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9. Determine if test cycle should continue
 10. Take corrective action and continue the test cycle
 11. Generate comparative analysis results reports

7.6 Exit Criteria

- Global exit criteria satisfied
- Comparative analysis report completed
- Measure variance findings documented
- Test cycle results summary report created
- Results summary and reports delivered to KPMG

8.0 M&R-8: TAFI Documentation Evaluation

8.1 Description

The TAFI Documentation Evaluation is an analysis of the BellSouth-provided documentation used by CLECs to interface and interact with the TAFI interface for maintenance and repair activities. This evaluation is intended to review the quality, accuracy and completeness of BellSouth's maintenance and repair documentation using a variety of operational analysis techniques. This Test will receive as input from the M&R-1: TAFI Functional Test an exceptions report due to documentation which addresses whether system functionality matches that described in the business rules documentation.

8.2 Objective

The objective of TAFI Documentation Evaluation is to assess whether the documentation provided by BellSouth adequately assists CLECs to understand how to implement and use all of the TAFI functions available to them.

8.3 Entrance Criteria

- Global entrance criteria satisfied
- TAFI documentation obtained
- Documentation evaluation checklist completed
- Exceptions report due to documentation from M&R-1: TAFI Functional Test obtained
- Execution team identified, trained, and staffed

8.4 Test Cycle Scope

The test scope will address the following sub-processes and functions to evaluate TAFI documentation